

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

J. CAROL STUECKER

COMPLAINANT

v.

BELLSOUTH TELECOMMUNICATIONS, INC.

DEFENDANT

CASE NO. 96-615

ORDER TO SATISFY OR ANSWER

BellSouth Telecommunications, Inc. ("BellSouth") is hereby notified that it has been named as defendant in a formal complaint filed on December 17, 1996, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, BellSouth is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 9th day of January, 1997.

PUBLIC SERVICE COMMISSION

Lynda K. Breckhoff  
Chairman

Edna J. Heagy  
Vice Chairman

B. J. Helton  
Commissioner

ATTEST:

Don Mills  
Executive Director

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

DEC 17 1996

PUBLIC SERVICE  
COMMISSION

In the Matter of:

J. Carol Stuecker )  
(Your Full Name) )  
COMPLAINANT )  
VS. )  
Bell South Telecommunications )  
(Name of Utility) )  
DEFENDANT )

Case No. [REDACTED]  
96-615

C O M P L A I N T

The complaint of J. Carol Stuecker respectfully shows:  
(Your Full Name)

(a) J. Carol Stuecker  
(Your Full Name)

61 Hill Road, 40204  
(Your Address)

(b) Bell South Telecommunications  
(Name of Utility)

P.O. Box 32410, 40232  
(Address of Utility)

(c) That: PSC KY Tariff 2A, Thirteenth revised Page 14.3.2,  
(Describe here, attaching additional sheets if

A13.19.3.A.8 allows non-profit, tax exempt, private and  
necessary, the specific act, fully and clearly, or facts

public social welfare agencies such as domestic violence  
that are the reason and basis for the complaint.)

intervention agencies to acquire permanent call blocking

Formal Complaint

J. Carol Stuecker  
(Your Name)

VS Bell South Telecommunications  
(Utility Name)

Page 2

for lines over which the official business of the agency

is conducted, including homes of employees/volunteers where

the head of the agency certifies to local company management

a need for blocking based upon health and safety concerns.

Wherefore, complainant asks SEE ATTACHED  
(Specifically state the

relief desired.)

Dated at Louisville, Kentucky, this 16<sup>th</sup> day  
(Your City)

of DECEMBER, 1996  
(Month)

J. Carol Stuecker  
(Your Signature)  
PATRICIA L. LARKIN  
Louisville, Ky 40204  
(Name and address of attorney, if any)

That Stuecker & Associates Inc. is an employee assistance firm providing crisis interventions, domestic violence interventions, worksite violence interventions, counseling with employees who are abused, addicted to alcohol, cocaine, or other drugs, and at times with persons who are involved in criminal activities.

That some of our clients include public agencies such as the U.S. Postal Service, Jefferson County Public Schools, TARC, Office of Jefferson County Clerk, as well as private industries.

That our counselors are on call 24 hours a day. Suicidal/homicidal persons may call 1-800-799-9EAP or 452-9227 and request to speak to a counselor. In the evenings/nights/weekends, I am paged when a caller needs immediate intervention. I then call the employee from my home to provide telephone counseling intervention.

That the services provided by Stuecker & Associates Inc. are comparable to those provided by non-profit and/or by public social welfare agencies such as domestic violence agencies, and therefore the same health and safety concerns exist for which Stuecker & Associates Inc.'s employees and volunteers are entitled to the same protection afforded to those employees and volunteers of non-profit and public agencies.

That the denial of call blocking to Stuecker & Associates Inc. is unfair, unjust, and a denial of the right to be equally protected from potential safety and health risks presented in the performance of services related to domestic violence and other serious intervention issues.

Further, that employees of the client agencies who seek the services of Stuecker & Associates Inc. through their employee assistance program are assured of confidentiality; that unless such employee signs a waiver of confidentiality, no one, including the employees family members, is entitled to know the employee has sought such assistance. Therefore, the denial of this service to Stuecker & Associates Inc.'s employees and volunteers presents the risk of violation of the employee's confidentiality, and particularly in domestic violence interventions, presents safety and health concerns for the employees who utilize the service.

That this tariff be revised to provide call blocking for lines over which the official business of comparable for profit agencies is conducted, including residences of employees and volunteers, when requested by the agency and with the required certification as set forth for the non-profit public agencies.